

# **Vermont Mental Health Performance Indicator Project**

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## MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project  
Advisory Group and Interested Parties

FROM: John Pandiani, Janet Bramley, and Alice Maynard

DATE: June 11, 2004

RE: Evaluation of Children's Services Programs

The attached pages provide an overview of the results of the fourth in our series of consumer and stakeholder surveys regarding the performance of community mental health Children's Services Programs in Vermont. This survey asked adolescents who were covered by Medicaid to evaluate the services provided to them by community mental health programs from July through December 2002. This overview describes the study, summarizes the results on the regional and statewide level, and provides item-by-item rates for each region of the state. A detailed technical report that includes detailed results and discussion of methodology is available on the DDMHS web site at ([www.ddmhs.state.vt.us/docs/res-eval/satisfaction-research/03kidstechnicalreport.pdf](http://www.ddmhs.state.vt.us/docs/res-eval/satisfaction-research/03kidstechnicalreport.pdf)).

We look forward to your questions, comments, and requests for further analysis at 802-241-2638 or [pip@ddmhs.state.vt.us](mailto:pip@ddmhs.state.vt.us).

# EVALUATION OF CHILD AND ADOLESCENT MENTAL HEALTH PROGRAMS

By the Young People Served in Vermont July - December 2002

## PROJECT OVERVIEW AND SUMMARY OF RESULTS

During spring 2003, the Child, Adolescent and Family Unit of the Vermont Department of Developmental and Mental Health Services invited young people to evaluate child and adolescent mental health programs in Vermont's ten regional community mental health centers (CMHCs). All young people aged 14 -18 who received Medicaid reimbursed services from these centers during the period July through December of 2002 were sent questionnaires that asked for their opinion of various aspects of these services. In total, 255 (22%) of the potential pool of 1,186 deliverable surveys were returned. Out of these, 6 respondents returned questionnaires with comments only. This left 249 (21%) useable surveys for quantitative analysis.

The youth survey consists of thirty fixed alternative items and four open-ended items designed to provide information that would help stakeholders to compare the performance of child and adolescent mental health programs in Vermont. The survey instrument included all items on the MHSIP Consumer Survey developed by a multi-state work group with further items added as a result of input from Vermont stakeholders.

### Methodology

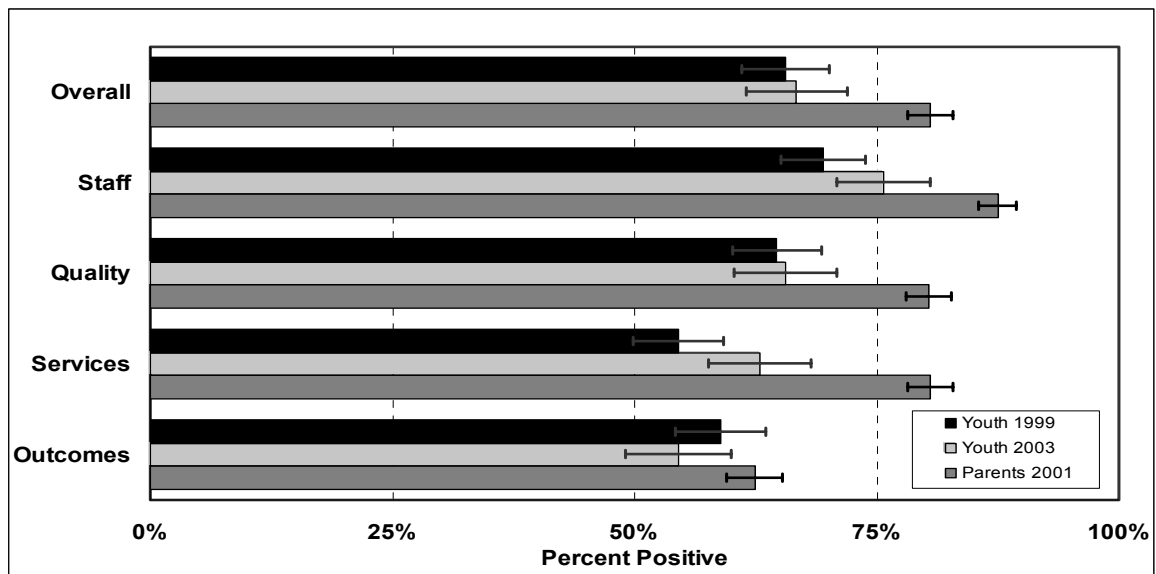
In order to facilitate comparison of Vermont's ten child and adolescent mental health programs, young consumers' responses to thirty fixed alternative items were combined into five scales. These scales focus on *Overall* consumer evaluation of program performance, and evaluation of program performance with regard to *Staff*, *Quality*, *Services*, and *Outcomes*. In order to provide an unbiased comparison across programs, survey results were statistically adjusted to remove the effect of dissimilarities among the client populations served by different community programs. Measures of statistical significance were also adjusted to account for the proportion of all potential subjects who responded to the survey. Reports of significance are at the 95% confidence level ( $p < .05$ ). The percentages of young people making positive and negative narrative comments in response to the open-ended questions are noted in this report. A more detailed analysis of the content of the comments of youth and other stakeholders will be issued in a separate report.

### Overall Results

The young people served by child and adolescent mental health programs in Vermont rated their programs favorably. Statewide, on the *Overall* measure of program performance, 67% of the youth evaluated the programs positively. Some aspects of program performance, however, were rated more favorably than others. Fixed alternative items related to *Staff*, for instance, received the most favorable responses (76% favorable), followed by *Quality* (65% favorable) and *Services* (63% favorable). Items related to *Outcomes* (54% favorable) received the lowest ratings. Additional comments about program performance were offered by 76% of the youth. When these comments were coded as positive or negative, it was found that more young consumers made positive comments (49%) than negative comments (40%). The *Overall* scale scores (67% favorable) were almost the same as the previous survey in 1999: *Staff* and *Services* scale scores were higher and outcomes scale scores were lower.

The analysis of the survey responses by region indicates that there were significant differences in young consumers' evaluations of some of the child and adolescent community mental health programs. Only two programs were scored significantly different from the state as a whole on any of the five scales. The child and adolescent mental health program in Addison was scored better than the statewide median on the *Services* scale, and the program in the Southeast region was scored better on the *Outcomes* scale.

**Figure 3. Comparative Youth and Parent Positive Evaluation of Child and Adolescent Mental Health Programs**



**Figure 4. Multi-Stakeholder Comparative Positive Evaluation of Child and Adolescent Mental Health Programs by Region**

Agency	Young People 1999					Young People 2003					Parents 2002				
	Overall	Staff	Quality	Services	Outcomes	Overall	Staff	Quality	Services	Outcomes	Overall	Staff	Quality	Services	Outcomes
Addison															
Bennington															
Chittenden															
Lamoille															
Northeast															
Northwest															
Orange															
Rutland															
Southeast															
Washington															

Key:  Better than average     No difference     Worse than average

Lamoille scores are excluded from regional reporting for 2003 because too few young people completed the survey for valid comparison.

### Table 3

# **Youth Survey 2003:** **Positive Responses to Individual Fixed Alternative Questions by Program**

State	Addison	Bennington	Chittenden	Lamoille	Northeast	Northwest	Orange	Rutland	Southeast	Washington	
23. Staff treated me with respect	86%	92%	85%	83%	100%	85%	92%	88%	88%	79%	84%
24. Staff spoke with me in a way that I understood	79%	84%	85%	72%	100%	79%	88%	78%	82%	68%	82%
21. The staff listened to what I had to say	79%	92%	77%	78%	100%	69%	81%	83%	82%	79%	74%
22. Staff respected my wishes about who received information about me	78%	92%	85%	85%	67%	71%	77%	83%	82%	68%	74%
16. The location of my mental health services was convenient	77%	84%	75%	70%	33%	79%	73%	87%	76%	86%	74%
18. I liked the staff people who worked with me at [agency].	75%	80%	62%	83%	100%	64%	88%	59%	71%	75%	76%
11. I participated in my own treatment	75%	83%	46%	67%	50%	76%	85%	80%	71%	85%	74%
17. Services were available at times convenient for me	75%	92%	83%	68%	100%	77%	69%	81%	53%	68%	79%
26. Staff were sensitive to my cultural/ethnic background	74%	72%	62%	82%	100%	68%	77%	76%	65%	81%	73%
25. Staff respected my family's religious/spiritual beliefs	73%	80%	62%	73%	100%	65%	85%	71%	65%	81%	69%
20. The staff asked me what I wanted/needed	72%	87%	67%	73%	67%	62%	81%	67%	75%	64%	78%
1. The services I received from [agency] were helpful to me	72%	78%	54%	74%	75%	65%	80%	60%	65%	74%	78%
30. I would recommend this mental health center to a friend who needed help	71%	84%	62%	65%	67%	59%	81%	72%	76%	71%	76%
28. The services I received from [agency] this year were of good quality	70%	79%	62%	73%	67%	69%	69%	67%	65%	69%	68%
4. I get along better with friends and other people	69%	68%	75%	74%	75%	56%	62%	71%	76%	71%	72%
29. If I needed mental health services in the future, I would use this mental health center again	68%	83%	46%	65%	67%	64%	81%	61%	65%	71%	68%
27. People helping me stuck with me no matter what	68%	76%	54%	74%	67%	67%	62%	61%	65%	68%	73%
15. I felt I had someone to talk to when I was troubled...	68%	75%	69%	68%	100%	59%	77%	59%	59%	68%	73%
8. Overall, I am satisfied with the services I received.	67%	64%	54%	70%	75%	62%	77%	69%	53%	75%	70%
9. I helped to choose my treatment goals	67%	83%	38%	58%	50%	74%	69%	59%	76%	71%	68%
19. The staff knew how to help me	64%	68%	46%	63%	100%	62%	62%	59%	71%	57%	76%
14. I received services that were right for me	63%	75%	46%	60%	100%	62%	65%	59%	59%	50%	74%
2. I am better at handling daily life	62%	52%	38%	63%	50%	62%	58%	63%	59%	79%	68%
5. I am doing better in school and/or at work	62%	52%	46%	62%	50%	50%	58%	53%	71%	71%	82%
6. I am better able to cope when things go wrong	60%	67%	46%	62%	50%	46%	56%	53%	41%	74%	79%
12. I got the help I wanted	60%	63%	38%	65%	75%	55%	54%	53%	59%	57%	71%
3. I get along better with my family	58%	60%	54%	49%	50%	53%	58%	71%	53%	71%	63%
13. I got as much help as I needed	58%	67%	38%	55%	75%	54%	77%	53%	53%	59%	55%
10. I helped to choose my services	56%	70%	31%	50%	50%	49%	54%	65%	65%	57%	61%
7. I am satisfied with my family life right now	53%	44%	54%	48%	50%	56%	58%	65%	47%	57%	55%
Average	69%	74%	58%	68%	62%	64%	72%	68%	66%	70%	72%

**Youth Survey 2003: Adjusted Positive Scale Scores by Program  
Evaluation of Child and Adolescent Mental Health Programs  
By Young People Served in Vermont July - December 2002**

Region		Overall	Staff*	Quality	Services	Outcomes*
Statewide	Respondents	247	246	245	247	247
	Mean Score**	67%	76%	66%	63%	54%
	Median Score	65%	74%	64%	60%	49%
Addison	-CSAC	72%	81%	75%	<b>83%</b>	38%
Bennington	-UCS	46%	64%	46%	46%	47%
Chittenden	-HCHS	63%	84%	64%	60%	49%
Northeast	-NKHS	64%	71%	59%	59%	47%
Northwest	-NCSS	74%	78%	74%	67%	48%
Orange	-CMC	44%	59%	63%	56%	55%
Rutland	-RMHS	65%	72%	59%	59%	66%
Southeast	-HCRSSV	71%	74%	68%	61%	<b>72%</b>
Washington	-WCMHS	74%	74%	68%	63%	61%

\* Risk adjusted scores. Staff ratings are adjusted for differences in case mix for youth with ADHD and Outcome ratings are adjusted for differences in case mix for service volume. (see Appendix IV)

\*\*Lamoille scores are included in statewide analyses but excluded from regional reporting because too few young people completed the survey for valid comparison. The median score is based on nine CMHCs.

Rates in bold typeface are significantly different from statewide median rating for that scale.

**Figure 11. Youth Survey 2003: Report Card**

**Positive Evaluation of Child and Adolescent Mental Health Programs  
By Young People Served in Vermont July - December 2002**

<b>Agency</b>	<b>Overall</b>	<b>Staff</b>	<b>Quality</b>	<b>Services</b>	<b>Outcomes</b>
Addison					
Southeast					
Bennington					
Chittenden					
Northeast					
Northwest					
Orange					
Rutland					
Washington					
Key  Higher than statewide median  No difference  Lower than statewide median					

Lamoille scores are excluded from regional reporting for 2003 because too few young people completed the survey for valid comparison.